



## COMPLAINTS/GRIEVANCE & STUDENT DISCIPLINARY APPEAL PROCESS and FLOWCHART

**NO PRIOR INFORMAL PROCESS:** A complainant shall have no more **60 calendar days** from the date the complainant knew or reasonably should have known of the decision/action to file a complaint using the complaint forms.

**INFORMAL PROCESS:** Complainants are encouraged their concerns with the appropriate teacher, principal, or other appropriate campus or District administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

**AFTER INFORMAL PROCESS:** If complainant engaged in the informal process in an attempt to resolve the complaint with the District and has not reached a resolution during the process, the student or parent shall have the later of:

- **90 calendar days** to file a complaint from the date the student or parent first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint: or
- **30 calendar days** to file a complaint from the date on which the District provided information to the student or parent regarding how to file a grievance.

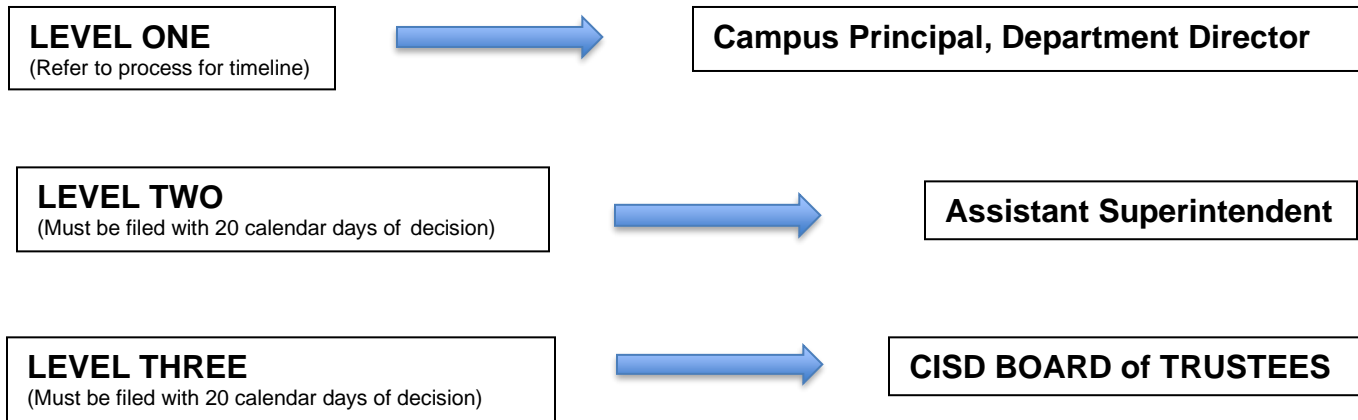
**FORMAL PROCESS:** A complainant may initiate the formal process described below by timely filing a written complaint form on a District complaint/grievance form. The complaint form shall be filed with the lowest level administrator who has the authority to remedy the alleged problem.

Complainants shall:

1. File **Level One** complaints with the Campus Principal for any complaint on a matter related to a campus other than discipline. For a complaint that arises on a matter that is unrelated to a campus, the complaint shall be filed with the appropriate District-level administrator.  
**NOTE:** ISS cannot be appealed beyond the Campus Principal.
2. File **Level Two** complaints must be filed in writing, on a form provided by the District, within **20 calendar days** of the date of the Level One decision or, if no decision has been communicated to the complainant, within **20 calendar days** of the Level One decision deadline.  
**NOTE:** OSS and DAEP cannot be appealed beyond Campus Principal and the Director of Student Services.
3. File **Level Three** complaints must be filed in writing, on a form provided by the District, within **20 calendar days** of the date of the Level Two decision or, if no decision has been communicated to the complainant, within **20 calendar days** of the Level Two decision deadline, with the exception of complaints regarding extracurricular activities, as described in board policy FNG (Local).



## CISD COMPLAINT/GRIEVANCE FLOWCHART



## CISD STUDENT DISCIPLINARY APPEALS FLOWCHART

